



Lucie Robertson

KEYCASEMANAGEMENT⁺

Independent Case Manager
Key Case Management Ltd

Nurse

lucie@keycasemanagement.co.uk

Specialisms

Adults and children

Amputation,
Birth Injury,
Brain Injury,
Cerebral Palsy,
Challenging Behaviour,
Complex Multiple
Injuries / Polytrauma,
Complex Orthopaedic
/ Musculoskeletal,
End of Life,
Learning Difficulties,
Pain,
Property Adaptations,
Spinal Injury.

Profile

Lucie is a confident communicator and experienced in liaising with specialist multidisciplinary teams to ensure that the client's needs are met fully and to the best possible standard. She prides herself in being organised and proactive in identifying rehabilitation goals, formulating action plans, and supporting clients to achieve their goals.

Lucie is based in Lancashire and is proficient in the case management of both adults and children with acquired brain injury, spinal injuries, cerebral palsy and orthopaedic injuries. This includes completing immediate needs assessments and overseeing ongoing rehabilitation care and support.

Lucie has over 20 years clinical experience including her roles as a district nurse and continuing healthcare assessor. Both are key to her proficiency in setting up long term care packages and managing the client care assessment process. Lucie is experienced in providing ongoing training and supervision of support workers who are directly employed by her clients. She is regularly involved in negotiating with statutory services including local CCG's and Social Services to secure funding for her clients.

Lucie is experienced in liaising with Local Authorities to support younger clients with their Education Health and Care Plan (EHCP) including the assessment process and ongoing review of their needs to ensure they are receiving all the support they need.

Testimonial

"Lucie has acted as case manager throughout the case dealing with all medical and family issues in an often-difficult environment dealing with client and family members as well as medical experts, hospitals, rehabilitation centres etc. as well as dealing with complex accommodation issues for my client both during rehabilitation and in preparation for his discharge. She always approaches all meetings we have had with medical experts with an understanding of the complex medical issues and asks and deals with the appropriate questions required for that particular field of medicine. She is extremely approachable with immense patience often dealing with difficult family members to whom she manages to explain even the most complex issue to their understanding. She is also shown, in dealings with experts, that she has an understanding of a wide range of medical issues and asks experts probing questions of prognosis and treatment." Personal Injury Solicitor

Qualifications

BSc Hons – Adult Nursing 2004
Level 3 - Education and Training 2021

Professional Memberships

Nursing and Midwifery Council (Reg: 01J0081E)
Royal College of Nursing (Reg: 1972699)
British Association of Brain Injury and Complex Case Management (Reg: 1107)
Case Management Society UK (Reg: 16-2380-CM)

Location Lytham St Anne's, Lancashire

Coverage Midlands, Northern England



The
Case Management
Community





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**3HUB Community Governance &
Due Diligence**

lucie@keycasemanagement.co.uk

Contact

office@threehub.co.uk 01243 769081 www.threehub.co.uk

Professional Memberships

Nursing and Midwifery Council (Reg: 01J0081E)
Royal College of Nursing (Reg: 1972699)
British Association of Brain Injury and Complex Case Management (Reg: 1107)
Case Management Society UK (Reg: 16-2380-CM)
Registration evidence available on request.

CQC Registration Status

Application Status: CQC Registration Application in progress
Current Rating: CQC has not inspected this service yet
Regulated Activity Provided: Personal Care

Qualifications

BSc Hons – Adult Nursing 2004
Level 3 - Education and Training 2021

Continuous Professional Development

Regular training and formal 3 monthly supervision.
Professional development reviews and governance/due diligence checks are undertaken annually.
Current Mandatory Training Certificate and Safeguarding Level 3 Certificate available on request.

Professional Liability Insurance Policy

Professional Indemnity Cover: up to £6million per claim
Public Liability Cover: up to £6million per claim
Policy details available on request.

GDPR compliant

Current ICO Certificate available on request.
Data Controller: Lucie Robertson

Enhanced Disclosure and Barring Service (DBS) Certificate & Update Service

Full, clear enhanced DBS certificate currently in place & update service details available on request.

Key Policies

All our policies and procedures are reviewed annually and full details are available on request.
Our suite of policies and procedures include Governance (including third party due diligence), Data & IT, Safeguarding, Safe Working & Risk Management, Employment, Clinical.